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GROUP QUALITY MANAGEMENT POLICY

Commitment to Quality and Continual Improvement:

Bulltek, OCM Puerto Rico, and OCM USA are committed to providing products and services that consistently meet or exceed customer, statutory, regulatory, and applicable requirements. Through the effective implementation and continual improvement of our Quality Management System in accordance with ISO 9001 and IATF 16949, we strive to achieve sustainable growth, operational excellence, and long-term customer satisfaction. Our commitment is based on the following principles:

➤ **Customer Focus**

We understand that our success depends on our ability to satisfy the needs and expectations of our customers. We are committed to delivering high-quality, reliable products and services on time, while building strong and long-lasting partnerships with customers and other interested parties.

➤ **Leadership and Accountability**

Management at all levels provides clear direction, establishes strategic objectives, and promotes a culture of quality throughout the organization. We ensure that quality objectives are aligned with business goals and that responsibilities and authorities are clearly defined and communicated.

➤ **People Engagement and Development**

Our employees are our most valuable asset. We foster a safe, respectful, and collaborative work environment that encourages participation, innovation, competence development, and personal accountability. We provide the necessary training, resources, and support to enable employees to contribute effectively to organizational success.

➤ **Process Approach and Risk-Based Thinking**

We manage our activities through interconnected processes that are monitored, measured, and continually improved. We apply risk-based thinking to identify opportunities, prevent nonconformities, enhance performance, and ensure the effectiveness of our Quality Management System.

➤ **Evidence-Based Decision Making**

We make decisions based on accurate data, objective analysis, and factual information. Effective communication and documented information support consistent operations and informed decision-making throughout the organization.

➤ **Supplier and Partner Relationships**

We work closely with suppliers, contractors, and business partners to ensure the quality, reliability, and availability of materials, products, and services. We seek mutually beneficial relationships that contribute to the success of all interested parties.

➤ **Operational Excellence and Continual Improvement**

We continuously improve our manufacturing, assembly, support, and business processes by monitoring performance, setting measurable objectives, addressing risks and opportunities, and implementing effective corrective and preventive actions. Continuous improvement is an integral part of our culture and daily operations.

➤ **Compliance and Sustainability**

We are committed to complying with applicable customer requirements, legal and regulatory obligations, and the requirements of ISO 9001 and IATF 16949. We promote sustainable and efficient business practices that support long-term organizational success.

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➤ **Framework for Quality Objectives**

- This Quality Policy provides the framework for establishing, reviewing, and achieving measurable quality objectives focused on:
- Customer satisfaction and retention;
- Product and process quality performance;
- On-time delivery and operational efficiency;
- Continual improvement and waste reduction;
- Employee competence and engagement;
- Business growth and profitability;
- Supplier performance and partnership development.

➤ **Management Commitment**

The management of Bulltek, OCM Puerto Rico, and OCM USA is committed to providing the resources necessary for the effective implementation, maintenance, and continual improvement of the Quality Management System. This policy is communicated, understood, applied, and regularly reviewed to ensure its continued suitability and alignment with our strategic direction.

Together, we are committed to quality, customer satisfaction, operational excellence, and continual improvement.

Quality Slogan: "Precision and Quality Without Compromise"

Built-in Controls, Self-Control and Responsibility at Every Step, Built-in Confidence

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Created: 

Stanislav Dimov, Head of QM

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Approved: 

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